

To report or discuss
elder abuse, neglect or
financial exploitation:
Illinois Department on Aging
Senior HelpLine:
1-800-252-8966 (Voice and TTY)
Monday - Friday 8:30 a.m. - 5:00 p.m.
After hours, on weekends and
holidays, call the Elder Abuse After-
Hours Hotline: **1-800-279-0400**.
www.state.il.us/aging

To report or discuss
financial or consumer
crimes:
Illinois Attorney General's Office
Senior Helpline:
1-800-243-5377
www.ag.state.il.us

To receive more
information on B•SAFE:
Illinois Department on Aging
Senior HelpLine:
1-800-252-8966 (Voice and TTY)
www.state.il.us/aging

Illinois Department on Aging
421 East Capitol Ave., #100
Springfield, Illinois 62701-1789
FAX: 217-785-4477
www.state.il.us/aging

The Illinois Department on Aging does not discriminate in
admission to programs or treatment of employment in compliance
with appropriate State and Federal statutes. If you feel you have
been discriminated against, call the Senior HelpLine at 1-800-
252-8966 (voice and TTY).

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Elder Abuse and Neglect Program
421 E. Capitol Avenue, #100
Springfield, IL 62701-1789

State of Illinois
Rod R. Blagojevich, Governor
Illinois Department on Aging
Charles D. Johnson, Director



**Bankers can
help stop senior
exploitation
before it happens!**

Introducing...



Illinois Department
 **on Aging**

B • SAFE

Bankers and Seniors Against Financial Exploitation

The Illinois State TRIAD, its member organizations and the banking community are introducing a new statewide program that addresses financial exploitation against senior citizens.

Financial exploitation can generally be classified into two broad categories: those in which the senior citizen knows the person and those involving a stranger. Whatever form it takes, exploitation often culminates during a visit to a banking facility. The challenge for banks' frontline personnel is to identify those situations and provide the help necessary to prevent or stop the exploitation. The key to B • SAFE's success is the coordination among financial institutions, law enforcement and elder abuse prevention professionals to help senior citizens who are at risk of losing their money or assets.

The goal of B • SAFE is to encourage and help banks train their personnel to identify, report and stop situations involving senior exploitation.

What Bank Employees Can Do to Help

- ❖ Learn the reason for large transactions or withdrawals.
- ❖ Check third-party authorization and documentation.
- ❖ Consult with a supervisor or bank security.
- ❖ Ask the senior citizen to speak with bank security or a supervisor.
- ❖ Report suspicions to the Illinois Elder Abuse and Neglect Program.
- ❖ Get photographic evidence and be able to describe a suspect.
- ❖ Notify security or police if it is believed the senior citizen is in any immediate danger.

Other Ways Banks Can Help

- ❖ Educate employees about abuse so they can recognize and report abuse situations.
- ❖ Take a proactive approach to developing new procedures and product lines to detect unusual banking activities and verify suspicious transactions.
- ❖ Develop and distribute educational materials that alert customers to scams and ways to recognize financial exploitation, as well as conduct seminars on elder exploitation.
- ❖ Generate media attention highlighting financial abuse and techniques for stopping it.